

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

In the application of	:	HESSION, Patrick
	:	McCORMACK, Tony
	:	HICKEY, James
Serial No.	:	10/741,518
Filed	:	December 19, 2003
For	:	Methods Of Monitoring Communications Sessions In A Contact Centre
Examiner	:	Tieu, Benny Quoc
Art Unit	:	2614

RESPONSE TO OFFICE ACTION OF JANUARY 4, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of January 4, 2007, the Applicants make the following amendments and remarks: